



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
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2008

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CHILD SUPPORT ADVISORY BOARD MINUTES SEPTEMBER 25, 2008

Present

2nd District, Pat Miller
3rd District, Lucy T. Eisenberg, Esq., Chair
3rd District, Honey Kessler Amado
4th District, Jean Cohen
5th District, Reginald Brass
5th District, Susan Speir, Vice Chair

Gene A. Franklin, Sr., CIO
Sylvia Valencia, DPSS
Lisa Garrett, CSSD

David Jetton, Superior Court
Mary Lawrence, DCSS (telephonic)

Guests

Lori Cruz, CSSD
Joan Otsu, CSSD
William Schwartz, CSSD
Larry Silverman, CSSD

Staff

Lee Millen, Executive Office, BOS
Andrew Sevrin, Executive Office, BOS

CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:40 a.m. in Room 372, Kenneth Hahn Hall of Administration. Chair Eisenberg welcomed Pat Miller, newly appointed 2nd District appointee, to the CSAB. Member Miller expressed her interest in participating and contributing to CSAB issues.

APPROVE MINUTES OF JULY 24, 2008

On motion of Member Cohen, seconded by Member Amado and unanimously carried, the minutes of July 24, 2008, were approved with the following changes:

On Page 3, Paragraph 6, delete "orders", and add: "inquiries"; Page 5, Paragraph 4, add: "the parent often always"; same paragraph, add: "difficult for them to understand"; Page 6, Paragraph 1, delete, "however, not shown the recipient of child support payments".

DIRECTOR'S REPORT TO INCLUDE: WHETHER GOALS FOR FY 2007/2008 ON COLLECTION OF CURRENT SUPPORT AND ARREARS WILL BE MET; STATUS OF CSE CONVERSION EFFORTS; DEPUTY DIRECTOR VACANCY/MANAGEMENT REORGANIZATION; CHILD SUPPORT AWARENESS MONTH; STATE LETTER RE: CHANGE IN DPSS REFERRALS AND HOW THIS WILL AFFECT CO-LOCATE

Lisa Garrett, Chief Deputy Director, CSSD, reported the following:

- The Business Plan Outcomes for Federal Fiscal Year 2007-2008 has seven goals; three of them were met, one was classified as "substantially met", and three more were not met and continued to the following Federal Fiscal Year. The seven goals are:
 1. Increase Current Support Collections from 45.38% to 50.6% - YTD collections were 48.09%.
 2. Increase Collections on Arrears from 47.14% to 50% - YTD arrears collections were 48.90%.
 3. Increase Total Collections of \$494.2 million by 2% - YTD total collections were \$478,939,042. The goal amount was set at \$504,084,000.
 4. Increase Accountability for Outcomes by Implementing CSTATS for all CSSD Bureaus – The goal was met.
 5. Reduce Customer Wait Times in Public Contact Offices by 25% - The goal was met.
 6. Increase Criminal Filings by 50% in Collaboration with the District Attorney's Office – The goal was met. Criminal filings collections for the year totaled at \$3,934,065.
 7. Complete all CCSAS pre-implementation activities to prepare the Department for transition in November 2008 – The goal was termed as "substantially met".

The Business Plan for Federal Fiscal Year 2008-09 has a set of four Proposed Goals and Strategies:

1. Increase Current Support FPM to 53% - the Department made significant progress (2.71%) in collections from the previous year.
2. Increase Collections on Cases with Arrears FPM to 55% - the caseload is so large that it would take 124,000 case payments in order to reach this goal.
3. Increase Total Collections by 3% - \$504,084,000.
4. Successful Conversion to CSE - should eliminate unnecessary duplication of case data, but will impact CPs that have cases in more than one County.

- Status of CSE Conversion Efforts – Larry Silverman, CCSAS Coordinator, will address this topic.
- Deputy Director Vacancy/Management Reorganization - David Kilgore will replace Julie Paik as Deputy Director of Operations. The EDP budget was reduced from \$35 million to \$18.8 million because of the transition to a Statewide computer system, and IT staffing has been greatly reduced. Lori Cruz now supervises Divisions I, III, V, and Interstate as well as Policy, State Hearings, and Staff Development. David Kilgore now supervises Divisions II, IV and VI, as well as Central Intake, Co-Locate, Call Center, and Quality Control. The Organization is now more evenly distributed.
- Child Support Awareness Month – Supervisor Burke declared August as Child Support Awareness Month. CSSD hosted over 30 activities to raise public awareness of child support in the community and to honor child support professionals. Every year a staff picnic is held to celebrate the event, and this year 900 participants attended. Los Angeles County child support monies translate to about \$17 million of revenue for the State.

In response to Chair Eisenberg, Larry Silverman reported that for every welfare revenue dollar collected, 50 cents is returned to the Federal Government, 47.5 cents is returned to the State, and 2.5 cents to the County.

- State Letter Re: Change in DPSS Referrals and How This Will Affect Co-Locate – Joan Otsu advised that the draft letter addresses the issue about the timeframe for opening a case. However, the letter is not clear in setting the start date for the timeframe and whether it begins when the CP applies to DPSS for welfare or when welfare assistance is approved. Under CSE, the CSSD will only receive electronic referrals of applications that have been approved, and will consider the date of the electronic referral as the start date.

Silvia Valencia, DPSS, reported that staff only refers applicants that meet CalWorks requirements, and once a family has provided all the required documentation they are referred for receipt of welfare; a pending status indicates that further documentation is required. Ms. Garrett noted that DPSS has been very gracious in not forwarding any non-referral cases to CSSD.

Chair Eisenberg explained that Co-locate staff are CSSD case workers stationed at DPSS offices. Ms. Valencia advised that when a family comes to the office their case is in a "Pending" status, and Co-locate staff interview the applicants prior to approval. Once the case is approved, an electronic referral is transmitted to CSSD.

REVIEW AND DISCUSS MONTHLY REPORT

Lori Cruz reported that orders based upon income have decreased because of economic factors and an overall earnings decrease by NCPs. Some are on General Relief, SSI, or others are incarcerated which classify them as Zero Orders and are not required in the interim to pay child support. A major goal for CSSD is to increase the percentage of cases where the order is based on actual earnings income as opposed to the number of cases based on presumed income.

In response to Chair Eisenberg, Ms. Cruz advised collections on tax liens from stimulus checks ended on September 15, 2008.

Ms. Garrett noted a 500% increase in IRS tax intercepts, most of which is arrears and collections; however, per federal regulations these monies are not attributed to current support.

DCSS REPORT TO INCLUDE: STATUS OF COAP LEGISLATION; UPDATE ON CCSAS; PERCENTAGE OF PAYMENTS NOT GOING TO SACRAMENTO

Mary Lawrence, DCSS, reported that the DCSS is awaiting the Governor's signature on AB-1279, which would provide funding for changes and modifications to the Compromise of Arrears Payments (COAP) program. Changes to the program would include:

1. Local compromise approval, which allows County LCSA Directors or their designees to review and approve compromised submittals rather than seeking State approval;
2. Eligibility expansion, to include CPs with current child support;
3. A single COAP application packet;
4. An increase in COAP collections;
5. Distribution of application form information in multiple languages; and
6. The decrease of government debt.

There are 52 agencies in the CCSAS to date or 69% of the State for a total of approximately 1.3 million cases that have been converted as of September 2008. One of the largest county conversions was implemented in August with the addition of San Diego, Fresno, and Shasta Counties. About 121,000 cases will be converted in October with the addition of San Francisco, Lake, Marin, Alameda and San Joaquin Counties for an increase to 74 percent of all cases statewide. Once Los Angeles County is added in November, 100% completion will be reached for all counties converted to the CCSAS CSE system.

There was a decline in payments to the Ghost Box for the month of July; the number of remitters declined from 25,000 to 7,000. The next point of action is to call the remitters and advise that they are delinquent.

SET NEW DATE FOR NOVEMBER MEETING

Chair Eisenberg inquired when CSAB would like to hold its next meeting due to the Thanksgiving holiday. Lori Cruz advised that CSSD is undertaking a large project the first week of December, and recommended December 11, 2008.

Ms. Garrett noted that she would prefer meeting on a bi-monthly basis until June, 2009. Chair Eisenberg reported CSAB will renew discussion of its meeting schedule sometime next year.

Following further discussion, on motion of Member Miller, seconded by Member Kessler-Amado and unanimously carried, the next Child Support Advisory Board meeting will be held on December 11, 2008.

REVIEW BUSINESS PLAN FOR 2008/2009

This item was deferred to the December 11, 2008 meeting.

EXPECTED CHANGES AFTER CONVERSION TO CSSAS:

(a) OPERATIONAL CHANGES

- **WHEN AND HOW WILL THE OPERATION OF THE CALL CENTER CHANGE? WHERE WILL CALLS BE DIRECTED? HOW WILL STAFFING CHANGE? – JOAN OTSU**
- **CHANGES IN AUDIT DIVISION – JOAN OTSU**

Joan Otsu reported that the ECSS system will be operational in February, 2009, and thereafter the State Call Center IVR will begin direct call routing to Los Angeles using technology that is “skills-based” and will be routed to a Call Center CSO with a “screen pop” to the appropriate screen in CSE.

Los Angeles County is so large that the system will go down on October 31 and will not go live until November 12. However, there are six sub-committees working on a mitigation strategy to best serve the public and provide child support payments in the interim. Also, the counties of Orange and San Diego are closing their operations during the 3 day conversion.

Lisa Garrett noted that the conversion will cause a 3-5 day payment delay, and emergency staff will be assigned at the Call Center to take calls during the conversion. About 42,000 CPs impacted by the delay have been notified by letter. However, checks will be issued by SDU before the conversion period of November 1, 2008, and emergency checks can be requested and will be processed the night of the request for receipt in 2 to 3 days.

Beginning on November 1, 2008, ARS is read-only and the IVR will only provide historical data. A second recording will notify the caller that their information is current to October 31, 2008. After the conversion, the caller has the choice of either calling the State IVR system, the ARS IVR (for historical information) or to wait to speak to a Call Center CSO. It is anticipated that the volume of calls will increase and that wait times will be longer.

Parties can use their State self-service PIN number that will be issued 10 days before the conversion to access their case on-line. Also, a defect in case closures is that the system can enforce payment after the case has been closed.

There will be no changes in staffing, other than possibly 25 staff members being placed on the mitigation plan. Otherwise, staffing is fairly stable.

Ms. Otsu noted that auditors' job previously focused primarily on the entry and verification of data (i.e., child support payments, accruals, etc.) into the audit tool, the computation of interest, and adjustment of balances. Under the CSE, the auditor's role will be expanded significantly and they will become the primary processors of everything related to accounts and balance regenerations. Consequently, the auditors will be decentralized and return to the Divisions, and the audit Supervising Child Support Officers will now report to an Enforcement Head Child Support Officer.

Ms. Garrett advised that since the auditors will be reporting to the Divisions, the Centralized Audit Section will cease to exist, per se, and Dennis Snapp will serve as the point of contact for this operation. Overall audit policy will be issued centrally.

(b) ANTICIPATED CHANGES IN CASE PROCESSING – LARRY SILVERMAN
• WHEN NEW COMPUTER SYSTEM IS IN PLACE, HOW CASE PROCESSING WILL CHANGE; EG INTAKE; CO-LOCATE; SERVICE OF S&C

Larry Silverman, CCSAS Coordinator, distributed a database chart illustrating the proposed County Conversion Schedule to CCSAS CSE Version 2, and listed all 16 Waves and the Counties on each Wave. The chart includes dates for each Wave conversion, the caseload numbers for each County, and the State's cumulative case count. Also, data collection has improved because errors and systemic problems were resolved after each Wave, and since Los Angeles County is the last Wave in the conversion it has benefited greatly from all the corrections.

"Status At A Glance" shows the project timeline from August 2007 to December 2008. The chart has *swim lanes* showing various phases and their respective dates of execution, such as Support Site Setup, On-Site Support, and Local Interface. Also, one of the benefits of CSE is the uniformity of data, and staff training will be provided in "Boot Camps", an ad hoc training of 100 staff in the field.

Mary Lawrence reported that Orange County was the first large County that was added to the conversion, and once conversion was complete experience was gained on how to handle large batching. A major concern in case batching is that the definition of cases has changed through the years between ARS and other legacy systems. Also, the State is funding the SEEDing of data for Los Angeles, Orange and San Diego Counties; SEEDing is the State Audit Tool which shows the payment history using ARS. William Schwartz noted that the capturing of data for the new system will be severely limited, for some time, and data access of information dating prior to 1995 will be problematic.

(c) NEW QAPI/PERFORMANCE EVALUATION PROCESS – WILLIAM SCHWARTZ

William Schwartz reported that a data analysis team will be created for QAPI and its name will be changed to QADA (Quality Assurance & Data Analysis). The divisional QAPI personnel will report to Division Chiefs but will continue to report data to the QAPI Central Office.

(d) CHANGES TO IT DIVISION – LISA GARRETT

This topic was deferred to the December 11, 2008 meeting.

REPORT ON PILOT PROJECT IN DIVISION 4 RE: DISMISSING CASES WHERE S & C IS NOT SERVED – LORI CRUZ

The item was deferred to the December 11, 2008 meeting.

REPORT ON EXPEDITED MODIFICATION CALENDAR (RE: INCARCERATED/AIDED/SSI CASES) – LORI CRUZ

The item was deferred to the December 11, 2008 meeting.

CUSTOMER SERVICE COMMITTEE REPORT – SUE SPEIR

The item was deferred to the December 11, 2008 meeting.

PUBLIC COMMENT

There was none.

ADJOURNMENT

Chair Eisenberg declared the meeting adjourned at 12:33 p.m.